

Qualification Pack



General Housekeeper (Household and Small Establishment)

QP Code: DWC/Q0102

Version: 3.0

NSQF Level: 2

Domestic Workers Sector Skill Council || A-2/19, 2nd Floor, Safdarjung Enclave
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DWC/Q0102: General Housekeeper (Household and Small Establishment)

Brief Job Description

A General Housekeeper (Household and Small Establishment) in the informal sector is a critical operational role in the domestic worker segment providing various types of housekeeping services at private houses. She/ he would provide basic housekeeping services – sweeping, dusting, laundry, cleaning of utensils, bathroom and toilets and garbage disposal. She/ he would also maintain daily, weekly, long-time cleaning schedule for the house.

Personal Attributes

This job requires the individual to take full responsibility of the basic housekeeping services in a domestic set up. They should be physically fit, should be adaptable and be loyal to the employer. The individual should be able to cater to the expectations in terms of cleanliness, have basic communication skills, able to recognise safety and hygiene issues.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [DWC/N0101: Carry out basic housekeeping services](#)
2. [DWC/N0102: Carry out basic laundry](#)
3. [DWC/N0103: Clean and maintain kitchen premises, utensils and equipment](#)
4. [DWC/N9902: Display standards of hygiene and work etiquettes](#)
5. [DWC/N9903: Maintain a clean and secure working environment](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and other services
Occupation	Housekeeping, Housekeeping, Cleaning
Country	India
NSQF Level	2



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Credits	10
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5152.0100
Minimum Educational Qualification & Experience	No formal education prescribed (OR May require ability to read and write for some qualifications)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	None
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	25/03/2026
NSQF Approval Date	25/03/2021
Version	3.0
Reference code on NQR	QG-03-TH-00554-2023-V1.1-DWSSC
NQR Version	1

Remarks:

None



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DWC/N0101: Carry out basic housekeeping services

Description

This unit is about carrying out basic housekeeping services, which involves the cleaning of all the rooms, toilets and tidying up the entire household and handling necessary equipment.

Scope

The scope covers the following :

- Cleaning the house/ work area
- Tidying up the house on regular basis
- Handling basic household products and equipment

Elements and Performance Criteria

Clean the house/ work area

To be competent, the user/individual on the job must be able to:

- PC1.** sweep the floors and other surfaces with a broom
- PC2.** clean the surfaces using a vacuum cleaner.
- PC3.** mop the floors using different types of mops including spray mops, and appliances such as pick and ship spin bucket mops, etc
- PC4.** scrub surfaces with cloth/ scrubbers
- PC5.** remove dust from carpets, rugs, upholstery etc. using appropriate equipment
- PC6.** dust off appliances, furniture, upholstery and furnishings, rugs/ carpets etc
- PC7.** Collect and dispose of the household garbage.
- PC8.** make toilet items/ clean supplies available, where required within the household

Tidying up the house on regular basis

To be competent, the user/individual on the job must be able to:

- PC9.** fold and stack bed linen, towels, tablecloths etc. appropriately and as required
- PC10.** make available the toilet items/ clean supplies, where required within the household
- PC11.** remove the soiled bed linen and replace them with fresh, clean ones
- PC12.** clean the used bedding by removing, dusting off and relaying the same
- PC13.** scrub, wash and clean/ dry the toilet, shower/bathtub, floor, counter and sink

Handling basic household products and equipment

To be competent, the user/individual on the job must be able to:

- PC14.** operate and maintain cleaning appliances/ equipment like vacuum cleaners, scrubbers washing machine, mops, wipers etc.
- PC15.** clean/ wipe the appliances and other equipment on a daily basis as per their cleaning process

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** Sweeping/ dusting the houses manually and with appliances.
- KU2.** Scrubbing with cloth as well as mechanical scrubbers
- KU3.** Mopping the floors/ other such surfaces manually and with appliances.
- KU4.** Layout of the house and their characteristics, such as bedrooms, kitchen, living room, balcony, study rooms and toilet
- KU5.** Furnishings and how they are arranged
- KU6.** Overall safety, sanitation, working and condition of the house
- KU7.** Hygiene while performing any housekeeping task
- KU8.** Types of cleaning products and their uses
- KU9.** Operation and maintenance of all kinds of household and housekeeping equipment/ appliances and tools.
- KU10.** Different techniques of cleaning the floors, ceilings, walls, windows, doors, bathrooms and other areas of the house
- KU11.** Different techniques of bed making.
- KU12.** Systematic ways of tidying up and arranging various rooms
- KU13.** Ways to handle kitchen appliances in case of an emergency like short circuit and sparking etc

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate (read, write and speak) in the language being used in the workplace
- GS2.** discuss task lists, schedules, and work-load of the household with co- workers (if any)
- GS3.** use knowledge of numeracy
- GS4.** make decisions pertaining to the concerned area of work
- GS5.** perform assigned tasks efficiently, based on the priority set by the employer
- GS6.** keep house members informed about progress of tasks
- GS7.** manage relationships with employers
- GS8.** work to meet the expectations of the employer
- GS9.** identify immediate or temporary solutions to avoid delays
- GS10.** follow basic work ethics such as punctuality, discipline, and regularity
- GS11.** analyse and learn from experience
- GS12.** utilize the existing resources economically

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Clean the house/ work area</i>	8	16	-	-
PC1. sweep the floors and other surfaces with a broom	1	2	-	-
PC2. clean the surfaces using a vacuum cleaner.	1	2	-	-
PC3. mop the floors using different types of mops including spray mops, and appliances such as pick and ship spin bucket mops, etc	1	2	-	-
PC4. scrub surfaces with cloth/ scrubbers	1	2	-	-
PC5. remove dust from carpets, rugs, upholstery etc. using appropriate equipment	1	2	-	-
PC6. dust off appliances, furniture, upholstery and furnishings, rugs/ carpets etc	1	2	-	-
PC7. Collect and dispose of the household garbage.	1	2	-	-
PC8. make toilet items/ clean supplies available, where required within the household	1	2	-	-
<i>Tiding up the house on regular basis</i>	12	16	-	-
PC9. fold and stack bed linen, towels, tablecloths etc. appropriately and as required	2	2	-	-
PC10. make available the toilet items/ clean supplies, where required within the household	2	2	-	-
PC11. remove the soiled bed linen and replace them with fresh, clean ones	2	2	-	-
PC12. clean the used bedding by removing, dusting off and relaying the same	2	4	-	-
PC13. scrub, wash and clean/ dry the toilet, shower/bathtub, floor, counter and sink	4	6	-	-
<i>Handling basic household products and equipment</i>	6	12	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. operate and maintain cleaning appliances/ equipment like vacuum cleaners, scrubbers washing machine, mops, wipers etc.	3	6	-	-
PC15. clean/ wipe the appliances and other equipment on a daily basis as per their cleaning process	3	6	-	-
NOS Total	26	44	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0101
NOS Name	Carry out basic housekeeping services
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Housekeeping, , Housekeeping, Cleaning, Cooking
NSQF Level	2
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	25/03/2026
NSQC Clearance Date	25/03/2021

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DWC/N0102: Carry out basic laundry

Description

This unit is about carrying out laundry activity appropriately according to their type.

Scope

The scope covers the following :

- Sorting, washing, drying and ironing and organising the clothes, linen, etc.

Elements and Performance Criteria

Sorting, washing, drying and ironing and organising the clothes, linen, etc.

To be competent, the user/individual on the job must be able to:

- PC1.** categorize the wash as per colour, texture and fabric prior to the washing
- PC2.** wash using appropriate detergent/ whitener in separate batches
- PC3.** unload the washing unit and spread appropriately for drying
- PC4.** Wash soft clothes and stained clothes by hand or as considered proper
- PC5.** sort and fold the dried clothes, linen etc.
- PC6.** iron the clothes, and fold them properly
- PC7.** arrange clothes in the appropriate places.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** different types of fabrics and their washing procedures
- KU2.** various types of washing detergents and soaps
- KU3.** operation of a washing machine: automatic and semi-automatic
- KU4.** methods of washing delicate fabrics by hands
- KU5.** types of irons and method of ironing different types of fabrics
- KU6.** cupboard organisation/ layout

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate (read, write and speak) in the language being used in the workplace
- GS2.** discuss task lists, schedules, and work-load of the household with co-workers (if any)
- GS3.** use knowledge of numeracy
- GS4.** make decisions pertaining to the concerned area of work
- GS5.** perform assigned tasks efficiently, based on the priority set by the employer



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- GS6.** keep house members informed about progress of tasks
- GS7.** manage relationships with employers
- GS8.** build a good rapport with the employer and his/ her family
- GS9.** identify immediate or temporary solutions to avoid delays
- GS10.** follow basic work ethics such as punctuality, discipline, and regularity
- GS11.** take decisions pertaining to the concerned area of work
- GS12.** utilise the existing resources economically

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Sorting, washing, drying and ironing and organising the clothes, linen, etc.</i>	20	30	-	-
PC1. categorize the wash as per colour, texture and fabric prior to the washing	3	4	-	-
PC2. wash using appropriate detergent/whitener in separate batches	3	5	-	-
PC3. unload the washing unit and spread appropriately for drying	3	4	-	-
PC4. Wash soft clothes and stained clothes by hand or as considered proper	3	5	-	-
PC5. sort and fold the dried clothes, linen etc.	2	4	-	-
PC6. iron the clothes, and fold them properly	3	4	-	-
PC7. arrange clothes in the appropriate places.	3	4	-	-
NOS Total	20	30	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0102
NOS Name	Carry out basic laundry
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Housekeeping, , Housekeeping, Cleaning
NSQF Level	2
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	25/03/2026
NSQC Clearance Date	25/03/2021

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DWC/N0103: Clean and maintain kitchen premises, utensils and equipment

Description

This unit to skill and knowledge required routine cleaning and maintenance of the kitchen and kitchen items/ equipment

Scope

The scope covers the following :

- Cleaning and maintaining the kitchen and kitchen items/ equipment.
- Washing and organising utensils appropriately

Elements and Performance Criteria

Cleaning and maintaining the kitchen and kitchen items/ equipment

To be competent, the user/individual on the job must be able to:

- PC1.** clear the kitchen top of the utensils, appliances etc. to prepare the same for cleaning
- PC2.** clean the kitchen in entirety (top, walls, appliances, floor, cabinets, etc.) using appropriate methods, cleaning tools and agents
- PC3.** dust and clean areas, appliances such as fridge and items such as serve ware kept in dining room, and arrange them appropriately
- PC4.** collect and dispose of the kitchen waste to maintain hygiene
- PC5.** place kitchen appliances, utensils, and other equipment appropriately after cleaning
- PC6.** use water, power and other resources economically while cleaning and washing
- PC7.** clean and maintain all the kitchen appliances such as cooking ranges, dishwashers, microwaves, etc.

Washing and organising utensils appropriately

To be competent, the user/individual on the job must be able to:

- PC8.** wash utensils (cook and serve ware) manually/ using equipment
- PC9.** place washed utensils in appropriate storage areas

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** different types of surfaces/ floors in kitchen
- KU2.** various types of cleaning agents and tools
- KU3.** cleaning and maintenance of appliances such as gas top, cooking ranges, food processors, oven, grill, tandoor, dishwashers, microwaves, etc.
- KU4.** kitchen cabinets organisation/ layout.
- KU5.** ways to maintain inventory of household items and maintain stock



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KU6. appropriate techniques for waste disposal/ management

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate (read, write and speak) in the language being used in the workplace
- GS2.** discuss task lists, schedules, and work-load of the household with co-workers (if any)
- GS3.** use knowledge of numeracy
- GS4.** make decisions pertaining to the concerned area of work
- GS5.** perform assigned tasks efficiently, based on the priority set by the employer
- GS6.** keep house members informed about progress of tasks
- GS7.** build and maintain good rapport with the employer and his/ her family
- GS8.** identify immediate or temporary solutions to avoid delays
- GS9.** follow basic work ethics such as punctuality, discipline, and regularity
- GS10.** take decisions pertaining to the concerned area of work
- GS11.** utilise existing resources economically
- GS12.** plan out the given/ available tasks

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Cleaning and maintaining the kitchen and kitchen items/ equipment</i>	12	20	-	-
PC1. clear the kitchen top of the utensils, appliances etc. to prepare the same for cleaning	2	4	-	-
PC2. clean the kitchen in entirety (top, walls, appliances, floor, cabinets, etc.) using appropriate methods, cleaning tools and agents	2	4	-	-
PC3. dust and clean areas, appliances such as fridge and items such as serve ware kept in dining room, and arrange them appropriately	2	3	-	-
PC4. collect and dispose of the kitchen waste to maintain hygiene	1	2	-	-
PC5. place kitchen appliances, utensils, and other equipment appropriately after cleaning	2	3	-	-
PC6. use water, power and other resources economically while cleaning and washing	1	1	-	-
PC7. clean and maintain all the kitchen appliances such as cooking ranges, dishwashers, microwaves, etc.	2	3	-	-
<i>Washing and organising utensils appropriately</i>	3	5	-	-
PC8. wash utensils (cook and serve ware) manually/ using equipment	2	2	-	-
PC9. place washed utensils in appropriate storage areas	1	3	-	-
NOS Total	15	25	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0103
NOS Name	Clean and maintain kitchen premises, utensils and equipment
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Housekeeping, , Housekeeping, Cleaning
NSQF Level	2
Credits	3
Version	3.0
Last Reviewed Date	NA
Next Review Date	25/03/2026
NSQC Clearance Date	25/03/2021



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DWC/N9902: Display standards of hygiene and work etiquettes

Description

This OS unit is about the knowledge and skills required to behave appropriately in a work environment including etiquette, grooming and maintaining hygiene

Scope

The scope covers the following :

- This OS unit is about the knowledge and skills required to behave appropriately in a work environment including etiquette, grooming and maintaining hygiene

Elements and Performance Criteria

Maintain standards of behavioral, personal and telephone etiquette

To be competent, the user/individual on the job must be able to:

- PC1.** interact in a courteous and disciplined manner with all
- PC2.** dress appropriately and maintain a well-groomed personality
- PC3.** ensure not to argue with the employer/guest
- PC4.** listen attentively and answer back politely

Follow practices of hygiene

To be competent, the user/individual on the job must be able to:

- PC5.** maintain personal hygiene
- PC6.** follow hygiene practices at workplace, such as covering ones mouth while coughing or sneezing, washing hands regularly etc.
- PC7.** do not eat or chew while talking
- PC8.** report any personal health issues related to injury, food, air and infectious diseases to the appropriate person

Handle work in a professional manner

To be competent, the user/individual on the job must be able to:

- PC9.** establish and agree your work requirements with the person concerned
- PC10.** report any kind of issue to the appropriate person

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** code of conduct
- KU2.** modes of communication
- KU3.** need of Personal Protective Equipment (PPE) such as gloves and mask
- KU4.** ones specific work requirements and with whom these must be agreed
- KU5.** elements of effective communication

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- KU6.** common communication issues and techniques to handle it
- KU7.** common expressions used to express needs and queries
- KU8.** effective writing techniques to draft basic messages
- KU9.** importance of time management
- KU10.** how to prioritize workload according to urgency, importance and outcomes
- KU11.** the importance of completing work accurately and how to do this
- KU12.** appropriate timescales for completing the work and the implications of not meeting these for the person concerned
- KU13.** resources needed for the work and how to obtain and use these
- KU14.** importance of confidentiality in work
- KU15.** concept of workplace integrity
- KU16.** cultural acclimatization
- KU17.** gender and age sensitivity and their specific requirements
- KU18.** ones own rights and duties with respect to workplace in terms of safety
- KU19.** expected behaviour of employer and the dos and donts of it
- KU20.** migration related rules, requirements and issues
- KU21.** how to do basic banking such as making remittances, filling in pay in slip etc.
- KU22.** business contact list and relevant helpline numbers

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write in simple sentences
- GS2.** read the local language or English and understand the meaning of sentences/ phrases
- GS3.** express ideas clearly and respond appropriately to queries
- GS4.** exercise discretion when required in communication
- GS5.** choose the mode of communication that is the most effective for a particular context
- GS6.** organize ones workload to achieve deadlines
- GS7.** be patient and courteous with all
- GS8.** manage distractions and maintain workplace discipline
- GS9.** avoid conflicts and behave amicably
- GS10.** concentrate on task at hand and pay attention to detail
- GS11.** improve and modify own communication and work practices

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain standards of behavioral, personal and telephone etiquette</i>	11	14	-	-
PC1. interact in a courteous and disciplined manner with all	2	3	-	-
PC2. dress appropriately and maintain a well-groomed personality	5	5	-	-
PC3. ensure not to argue with the employer/guest	2	3	-	-
PC4. listen attentively and answer back politely	2	3	-	-
<i>Follow practices of hygiene</i>	18	32	-	-
PC5. maintain personal hygiene	10	10	-	-
PC6. follow hygiene practices at workplace, such as covering ones mouth while coughing or sneezing, washing hands regularly etc.	2	10	-	-
PC7. do not eat or chew while talking	1	2	-	-
PC8. report any personal health issues related to injury, food, air and infectious diseases to the appropriate person	5	10	-	-
<i>Handle work in a professional manner</i>	10	15	-	-
PC9. establish and agree your work requirements with the person concerned	5	10	-	-
PC10. report any kind of issue to the appropriate person	5	5	-	-
NOS Total	39	61	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9902
NOS Name	Display standards of hygiene and work etiquettes
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Child Care (Non - Clinical), Housekeeping, Child Care (Non - Clinical)
NSQF Level	3
Credits	1
Version	6.0
Last Reviewed Date	NA
Next Review Date	25/03/2026
NSQF Clearance Date	25/03/2021

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DWC/N9903: Maintain a clean and secure working environment

Description

This unit is about the knowledge and skills required to monitor work environment to make sure it meets standards of cleanliness, safety and security.

Scope

The scope covers the following :

- This unit is about the knowledge and skills required to monitor work environment to make sure it meets standards of cleanliness, safety and security.

Elements and Performance Criteria

Follow measures of safety and security at workplace

To be competent, the user/individual on the job must be able to:

- PC1.** perform first aid techniques including CPR in case of such a situation
- PC2.** report any identified breaches in health, safety, and security to the designated person
- PC3.** identify any hazards and deal with them in safe and competent manner within the limits of ones authority

Manage waste and ensure cleanliness

To be competent, the user/individual on the job must be able to:

- PC4.** identify and wear appropriate cleaning gear for waste disposal as required
- PC5.** clean waste from the work area thoroughly and according to instructions
- PC6.** collect and segregate waste according to type
- PC7.** reduce the volume of waste through appropriate techniques and throw waste in appropriate waste container/ assigned bins
- PC8.** change disposable garbage bags when full and clean the waste bins regularly
- PC9.** inspect the work site and ensure they are clear of waste

Adopt practices to promote wellbeing

To be competent, the user/individual on the job must be able to:

- PC10.** clean the place of dust or any particulate matters
- PC11.** arrange for adequate ventilation
- PC12.** make use of techniques to manage pollution such as noise, air etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** code of conduct
- KU2.** any specific requirements with respect to the specific workplace in terms of cleanliness, safety etc.

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- KU3.** different types of breaches in health, safety and security and how and when to report these
- KU4.** use of safety equipment, fire prevention/suppression
- KU5.** evacuation procedures
- KU6.** importance of working in clean, safe and secure environment
- KU7.** how to summon medical assistance and the emergency services, where necessary
- KU8.** how to use the health, safety and accident reporting procedures and the importance of these
- KU9.** government agencies in the areas of safety, health and security and their norms and services
- KU10.** different categories of waste and how they should be dealt with
- KU11.** importance of handling waste safely
- KU12.** appropriate methods of reducing the volume of different types of waste
- KU13.** why different waste containers are used for different types of waste
- KU14.** the reasons for keeping waste areas clean, tidy and sanitized at all times
- KU15.** how regularly should waste containers be cleaned
- KU16.** what should be done in the event of problem relating to waste disposal
- KU17.** what personal protective equipment is required for the waste involved
- KU18.** health, safety and security practices that help to prevent and control infection
- KU19.** how to deal with spillages correctly
- KU20.** kinds of pollution and how to handle it
- KU21.** how to minimize dust etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write simple sentences
- GS2.** read and interpret instructions
- GS3.** communicate clearly and respond appropriately to queries
- GS4.** ask questions in case of ambiguity
- GS5.** choose the mode of communication that is most effective for a particular context
- GS6.** get in touch with the appropriate person, in case of an issue/ problem
- GS7.** concentrate on task at hand and pay attention to detail
- GS8.** look for solutions quickly and choose the optimal route if required

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow measures of safety and security at workplace</i>	11	19	-	-
PC1. perform first aid techniques including CPR in case of such a situation	5	10	-	-
PC2. report any identified breaches in health, safety, and security to the designated person	3	2	-	-
PC3. identify any hazards and deal with them in safe and competent manner within the limits of ones authority	3	7	-	-
<i>Manage waste and ensure cleanliness</i>	17	28	-	-
PC4. identify and wear appropriate cleaning gear for waste disposal as required	3	7	-	-
PC5. clean waste from the work area thoroughly and according to instructions	3	7	-	-
PC6. collect and segregate waste according to type	2	3	-	-
PC7. reduce the volume of waste through appropriate techniques and throw waste in appropriate waste container/ assigned bins	2	3	-	-
PC8. change disposable garbage bags when full and clean the waste bins regularly	2	3	-	-
PC9. inspect the work site and ensure they are clear of waste	5	5	-	-
<i>Adopt practices to promote wellbeing</i>	9	16	-	-
PC10. clean the place of dust or any particulate matters	4	6	-	-
PC11. arrange for adequate ventilation	2	3	-	-
PC12. make use of techniques to manage pollution such as noise, air etc.	3	7	-	-
NOS Total	37	63	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9903
NOS Name	Maintain a clean and secure working environment
Sector	Domestic Workers
Sub-Sector	Housekeeping services
Occupation	Generic, Housekeeping, Child Care (Non - Clinical)
NSQF Level	2
Credits	1
Version	5.0
Last Reviewed Date	NA
Next Review Date	25/03/2026
NSQF Clearance Date	25/03/2021



Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC4. speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5. follow good manners while communicating with others

PC6. work with others in a team



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Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services



Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	17/11/2022
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. 3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/ set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.



Qualification Pack

Recommended Pass %: 50

Minimum Aggregate Passing % at QP Level : 50

(**Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N0101.Carry out basic housekeeping services	26	44	0	0	70	20
DWC/N0102.Carry out basic laundry	20	30	0	0	50	20
DWC/N0103.Clean and maintain kitchen premises, utensils and equipment	15	25	0	0	40	20
DWC/N9902.Display standards of hygiene and work etiquettes	39	61	0	0	100	15
DWC/N9903.Maintain a clean and secure working environment	37	63	0	0	100	15
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	157	253	0	0	410	100



Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PPE	Personal protective equipment
PwD	Persons with disabilities
PwD	Persons with Disabilities
PPE	Personal Protective Equipment
PPE	Personal Protective Equipment
PwD	Persons with Disabilities
PPE	Personal Protective Equipment
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PPE	Personal Protective Equipment

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Qualification Pack

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Green Jobs	Green jobs are decent jobs that contribute to preserve or restore the environment, be they in traditional sectors such as manufacturing and construction, or in new, emerging green sectors such as renewable energy and energy efficiency.
PwD Sensitivity	PwD sensitivity and inclusion covers instilling empathy, etiquette and inclusion practices for individuals, companies and organisations to interact and work with individuals, who have a disability, which could be sensory, physical and/ or intellectual.
Gender Sensitivity	Gender sensitising is about changing behaviour and instilling empathy into the views that we hold about our own and the other genders. It helps people in examining their personal attitudes and beliefs and questioning the realities they know.
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